

## CLAY COUNTY 9-1-1 CALL TESTING PROTOCOL FOR PHYSICAL VERIFICATION

Purpose: The purpose of physical 9-1-1 test verification is to check the 9-1-1 database for accuracy, including the residents name, address, telephone number, and emergency service zone. By going to the homes in the county and calling the 9-1-1 test code, we can identify potential problems with the 9-1-1 system prior to going on-line. The test code number, 8-1-1, is for test calls only and should not be given to the public.

Do not be alarmed if you find problems at a residence, remember, we are doing this testing to identify the problems.

Problems that you may encounter could be:

The emergency service number (ESN), which identified the responding agencies, may be wrong for that residence. This could also cause the call to be routed to the wrong 9-1-1 center.

The resident may be coded by the telephone company in the wrong county, so that when they call 9-1-1 they get a recording telling them that 9-1-1 is not available in their area, or their call may be routed to the wrong 9-1-1 center.

The resident may be using the wrong address, or may not know their correct address.

Some residents may have a telephone extension at another location. The 9-1-1 database will always show the address where the primary phone is located. If they are calling from the extension, *for example*, a camp site or cabin, the address will show up on the 9-1-1 computer as their home. We need to make special comments in the 9-1-1 system that this phone may be accessed from an address other than the primary location. Any additional information like this that you can identify will be extremely helpful.

**PROCESS:** You will be given a map and a list of road names for your area that you will be testing. Explain to the resident that you are with the Flora

Fire Department and that you are assisting with the 9-1-1 system testing. Tell them that door-to-door testing is being done to identify any problems with the 9-1-1 system before the system is activated. Explain to them that you need to go to their telephone to place a test call.

You should then go to their phone and dial 811. If Clay County 9-1-1 did answer the phone, you should verify the name, address, and telephone number. If you did not speak to Clay County 9-1-1, please complete the Clay County E9-1-1 test form. Log any and all problems that you encounter and further note what happened under Special Comments on the form. After the call is received at the 9-1-1 center, a printout will be generated of the call, including the name, address, phone number, ESN and time of call. We will later match your form with the 9-1-1 center form and correct any discrepancies with Verizon.

Thank the resident for their assistance. It would be helpful if you could use a marked agency vehicle or wear your agency uniform/logo when doing this testing. This would help validate who you are, and that you are legitimate.

If you encounter a resident who is unhappy with their address or has other concerns about 9-1-1 that you don't feel comfortable handling, please give them my business card and ask them to call my office with their questions or concerns. If a resident does not want to cooperate with the testing, please thank them for their time and move to the next home.

If you have any questions, call me at my office at (618) 662-7070. If I'm out of the office, please leave a message. Thank you for helping with the 9-1-1 system testing. I appreciate your help.

Kim Dillard

## Clay County E9-1-1 Call Testing

**Name:** \_\_\_\_\_

**Corrected Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Corrected Address:** \_\_\_\_\_

**Telephone #:** \_\_\_\_\_

**Emergency Service # (ESN):** \_\_\_\_\_

**Time of Call:** \_\_\_\_\_

**Did Clay County Dispatch answer call? If not, who answered 9-1-1 call?**

**Special Comments:**

[illegible]

# 911 Test Log Sheet

[illegible]

## AGREEMENT

AGREEMENT made this the 26th day of February, 2004, by and between the CITY OF FLORA, an Illinois Municipal Corporation, hereinafter referred to as CITY and the CLAY COUNTY EMERGENCY TELEPHONE SYSTEM BOARD, hereinafter referred to as E 9-1-1.

## RECITALS

1. E 9-1-1, as part of the emergency telephone system, desires to establish a Public Safety Answering Point within the City of Flora.
2. City, as part of its police and fire departments, provides for the receipt of emergency telephone calls from its residents by City's police and fire telecommunicators.
3. The parties deem it mutually advantageous to enter into an agreement regarding the operation of E 9-1-1's Public Safety Answering Point by City.

NOW, THEREFORE, in consideration of the mutual and several promises and Undertakings herein contained, the parties freely and voluntarily agree as follows:

1. **OPERATION OF A PUBLIC SAFETY ANSWERING POINT (P.S.A.P.):**  
The parties agree that the operation of a P.S.A.P. should include the following: (1) answering all telephone calls placed to emergency telephone system (9-1-1); (2) direct dispatching or call transferring the subject telephone call to the appropriate emergency agency, being the emergency agency with jurisdiction, for response; (3) provide the responding agency with additional information as it was received and/or requested; (4) confirm the arrival of the responding emergency agency; and (5) routing the subject call to the backup emergency agency as designated and in accordance with E 9-1-1 rules and regulations when the emergency agency with jurisdiction fails or is unable to respond.

2. **CITY'S OBLIGATION:** City shall, at its expense:

- (a) Provide E 9-1-1 with a suitable location for the operation of a P.S.A.P. to be located within the City Police Department at 123 N. Locust Street, Flora, Illinois. Said location shall comply with all applicable statutes or guidelines whether issued by any state or federal government or agency.
- (b) Provide personnel properly trained, to man the P.S.A.P. in accordance with all statutes and regulations, 24 hours per day, 7 days per week. City shall have at least one of said personnel on duty at all times. The duties performed by these personnel for E 9-1-1 shall be in addition to their

duties of telecommunicators for City police or fire departments. Said personnel shall, at all times, be and remain employees of the City.

- (c) Operate said P.S.A.P. at all times in accordance with rules and procedures promulgated by E 9-1-1 or any state or federal agency.
- (d) Keep and maintain the personnel manning the P.S.A.P. trained in accordance with the following standards: (1) On-the-job training using the Telecommunicator Training Curriculum; (2) LEADS full access Certification Program Classes.

3. **E 9-1-1's OBLIGATION:** E 9-1-1 shall, at its expense:

- (a) Provide such equipment as is reasonably necessary to operate a P.S.A.P. in accordance with the rules and regulations as promulgated by the State of Illinois, U.S. Government or any agencies thereof. Said equipment shall, at all times remain the property of E 9-1-1 and furthermore, E 9-1-1 shall be responsible for any and all upgrades to equipment including costs, service and maintenance thereof. The City shall have no obligation to make payment for said upgrades or for any equipment.
- (b) Keep said equipment in good repair and in working order. City shall reasonably safeguard said equipment.
- (c) Promulgate rules and regulations for the operation of the P.S.A.P. If said rules and regulations require the city to incur an extraordinary expense, such as the costs of additional training for personnel, E 9-1-1 shall reimburse City for said extraordinary expenses.
- (d) Keep and maintain the personnel manning the P.S.A.P. trained in accordance with the following standards: (1) Emergency Medical Dispatch Certification and any related expenses; and (2) Attendance of minimum of twelve hours continuous training per year.

4. **MODIFICATION:**

No modification of this agreement shall be effective unless in writing and approved by the governing boards of each party.

5. **TERM:**

This agreement shall be for a term of one year from and after the date of this agreement. This agreement shall renew automatically on the same provisions for successive one-year terms unless either party gives notice of its intent not to renew this agreement. Said notice of a party's intent to renew shall be in writing

and delivered to the other party by certified mail not less than 90 days prior to the end of the then current term of this agreement.

**6. RIGHTS UPON TERMINATION:**

- (a) If this agreement is terminated by either party or either party elects not to renew this agreement at the end of its term, City shall have the option to purchase from E 9-1-1, and upon exercise of the option, E 9-1-1 shall sell to the City the equipment listed in Exhibit "A" for a price determined by depreciating the purchase price paid for said equipment at time of its acquisition by E 9-1-1. The basis for depreciation shall be the schedule used by the United States Internal Revenue Service for the depreciation of the specific category of equipment.
- (b) City shall exercise the option granted in sub-paragraph (a) of this paragraph by giving E 9-1-1 written notice of its exercise of the option within 30 days of receipt of either party's notice to terminate.
- (c) If the City elects not to exercise the option hereinabove granted, City shall have the use of the E 9-1-1 equipment until sufficient equipment can be acquired and installed by City to adequately dispatch its own emergency services. City shall acquire and install said equipment within a reasonable time.

**7. INDEMNIFICATION:**

Each party shall indemnify and hold the other party harmless for damages including attorney's fees and costs that the other party incurs as a result of this party's negligence.

**8. EFFECTIVENESS:**

The agreement shall be in full force and effect after its approval by each party's governing body and execution by each party's authorized officers.

**9. DUPLICATE ORIGINALS:**

This agreement shall be executed in duplicate originals, with each party retaining one of the originals.

IN WITNESS WHEREOF, the parties have executed this agreement, this  
the 26th day of February, 2004.

**THE CITY OF FLORA, ILLINOIS,  
a Municipal Corporation**

By: Charles A. Crowder  
Charles A. Crowder, Mayor

ATTEST:

Yvonne M. Guinn  
Yvonne M. Guinn, City Clerk

**Clay County Emergency Telephone  
System Board**

By: Edward L. McCormick  
Edward L. McCormick, Chairman

ATTEST:

James Klein  
James Klein, Secretary



## EXHIBIT A

Radio Equipment

Dispatch Furniture

911 Equipment

Mapping

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EXHIBIT B

**INTERAGENCY AGREEMENT BETWEEN THE COUNTY OF MARION ETSB  
AND COUNTY OF CLAY ETSB FOR ENHANCED 9-1-1 EMERGENCY TELEPHONE  
SERVICE BACKUP SERVICE**

THIS AGREEMENT is made and entered into this 29 day of May, 2003, between the County of Marion Emergency Telephone System Board, hereinafter referred to as "Marion County ETSB" and the County of Clay Emergency Telephone System Board, hereinafter referred to as "Clay County ETSB."

WHEREAS, Clay County ETSB has determined that it is in their best interest and a benefit to the citizens of Clay County that Marion County PSAP act as a 9-1-1 backup PSAP for the Clay County 9-1-1 system,

NOW, THEREFORE IT IS HEREBY AGREED THAT,

1. In case of an outage or overflow condition affecting the Clay County 9-1-1 system, 9-1-1 calls originating within Clay County will be routed to the Marion County PSAP for answering and dispatch.
2. Marion County shall make no charge for any services rendered under this agreement.
3. Any additional trunking, networking, or hardware (including but not limited to computer, telephone and radio systems) required to be installed to provide backup 9-1-1 services for Clay County shall be the expense of Clay County. Maintenance, repairs, and insurance shall be the responsibility and expense of Clay County.
4. Clay County shall provide Marion County at Clay County's expense, all ESRI based Map Files of Clay County. This must be accomplished within the first 6 months of Clay County System "going live". In addition, any updated Map Files shall be provided to Marion County ETSB.
5. Clay County agrees to be Marion County 9-1-1 system back-up when and if desired by Marion County. Same provisions in this agreement would then apply to both counties.
6. Any permits, licenses, or approvals required from other government agencies (including but not limited to the Federal Communications Commission, other Federal agencies, State Agencies, etc.) for Clay County shall be the responsibility Clay County.

7. Marion County will provide a minimum of two channels on it's current voice recording equipment to record radio channels and telephone lines used to answer for and dispatch for Clay Counties emergency agencies.
8. Any records (including but not limited to paper, computer files and printouts, and audio recordings) generated as a result of calls handled under this agreement shall be the joint property of both counties.
9. Clay County will provide two copies (one paper, one on disk in Word format) of it's SOP's along with a dispatch guide detailing dispatch procedures, mutual aid procedures, etc. to Marion County for all emergency agencies handled by the Clay County. Copies of updates or changes shall be provided as soon as possible.
10. In the event of a protracted outage (normally exceeding four hours) affecting Clay County, Clay County shall provide sufficient qualified telecommunicator twenty-four hours per day, seven days per week, to be located at the Marion County PSAP. These telecommunicator(s) shall augment the Marion County PSAP staff until such time the outage has been rectified and that Clay County is again able to answer and dispatch their own 9-1-1 calls. All costs of this telecommunicator shall be the responsibility of Clay County.
11. Any notices to the public or press releases concerning 9-1-1 operations and dispatch for Clay County being rerouted to Marion County shall be the responsibility of Clay County.
12. Any forwarding or diversion of Clay County's administrative telephone calls to Marion County shall be the responsibility of and at the expense Clay County.
13. If required, Clay County shall notify LEADS to reroute any LEADS messages addressed to the Clay County PSAP to the Marion County PSAP.
14. Clay County shall notify Marion County as far in advance as possible of any known condition (such as equipment repair, network changes, etc.) that may require Marion County to assume 9-1-1 services Clay County.
15. At a mutually agreed time, no less often than once per month, 9-1-1 telephone systems will be tested. As a minimum, this will include activating the "call divert" switch, and making test calls to assure 9-1-1 calls properly reroute to Marion County. It must be understood that there is a real possibility that actual 9-1-1 calls from the public may occur during the testing.

16. Each party shall indemnify and hold harmless the other for any actions taken under this agreement.

17. This agreement shall be reviewed annually and if no action is taken shall automatically renew itself for an additional year.

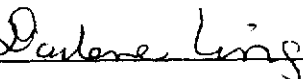
IN WITNESS WHEREOF, the undersigned agencies have set their signatures on the respective dates set forth below. This document may be signed in duplicate originals.

**Marion County ETSB**

By 

Title 9-1-1 COORDINATOR


ATTEST:

By 

Title 9-1-1 Office manager

Date MAY 2, 2003

**Clay County ETSB**

By 

Title CHAIRMAN

ATTEST:

By 

Title 9-1-1 Coordinator

Date MAY 29, 2003

EXHIBIT C



Enterprise Solutions  
E9-1-1 Administration  
1312 E. Empire Street  
Bloomington, IL 61701  
(309) 663-3311

May 25, 2004

SUBJECT: Agreement to Provide Dual Database Updates by Clay County ETSB

This letter is to acknowledge that the Clay County, IL ETSB prepares to implement the County wide E9-1-1 system utilizing Marion County, IL as your Back Up PSAP. It is the Clay County ETSB's responsibility to update any Master Street Address Guide (MSAG) to both the Marion County and Clay County databases.

Since SBC's database provider serves Marion County and Clay County is served by Verizon's Database Center, it is imperative that Clay County's database and MSAG is the same in both Databases. It will be the Clay County ETSB responsibility update both Database's when there is a add, change or delete request, within your MSAG.

Both SBC and Verizon feel that a complete updated MSAG should be send to both Telephone Companies every 6 months, to ensure that your MSAG is accurate in both Database Systems. This schedule can be set up within Clay County ETSB Board's discretion.

Agreed to by the Clay County ETSB

By: \_\_\_\_\_

Printed Name: Ed McCormick

Title: Clay County ETSB chairman

Date: 5/27/04

EXHIBIT D



May 21, 2004

Clay County ETSB  
ATTN: Ms. Kim Dillard  
123 N. Locust  
Flora, IL 62839

Subject: Clay/Marion County Dual Database Update Responsibility Agreement

Dear Ms. Dillard,

SBC has been advised by Verizon Enterprise Solutions representative, Debbie Crosson, Marion County E9-1-1 Coordinator, Tom Ling, and you, Clay County E9-1-1 Coordinator that Marion County will be the back -- up PSAP (Public Safety Answering Point) for Clay County's Enhanced 9-1-1 system.

SBC understands that the current network configuration is as follows; Clay County's primary Local Exchange Provider is Verizon, which has a central office based database that is updated and maintained by Verizon and Marion County's Local Exchange Provider is SBC, which also has a central office based database that is updated and maintained by Intrado.

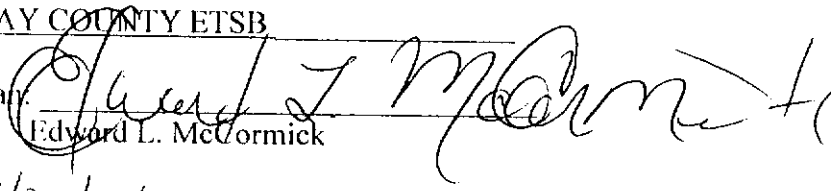
While Clay County and Marion County are both central office based databases, they are "housed" on (2) different database platforms. Therefore, SBC will require the following responsibilities be reviewed and acceptance of these responsibilities is signature validated by Clay County ETSB, per Chairman, Edward L. McCormick's signature.

1. A current MSAG (Master Street Address Guide) will be provided to SBC to load onto the Intrado platform.
2. All MSAG changes will be provided to both the Verizon and SBC Database Specialist's **on the same day** for review and processing.
3. To ensure the ongoing accuracy and mirroring of Clay County (Verizon) and Marion County (SBC) databases SBC will require Clay County provide a complete updated MSAG every (6) six months. The six month intervals will be defined by Clay County's "on line -- live to the customer" date. If the on-going updated MSAG is not provided to SBC as agreed any and all liability will reside with the Clay County ETSB.

Clay County Dual Database  
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Customer: CLAY COUNTY ETSB

ETSB Chairman: \_\_\_\_\_

  
Edward L. McCormick

DATE: \_\_\_\_\_

5/27/04

**INTERAGENCY AGREEMENT BETWEEN THE COUNTY OF MARION ETSB AND  
COUNTY OF CLAY ETSB FOR ENHANCED 9-1-1 EMERGENCY TELEPHONE  
SERVICE BACKUP SERVICE**

THIS AGREEMENT is made and entered into this 26th day of February, 2004, between the County of Marion Emergency Telephone System Board, hereinafter referred to as "Marion County ETSB" and the County of Clay Emergency Telephone System Board, hereinafter referred to as "Clay County ETSB."

WHEREAS, Clay County ETSB has determined financially that it is in their best interest and a benefit to the citizens of Clay County that Marion County PSAP answers any 9-1-1 Calls originating from the 618-245 Exchange of Frontier Telephone Company, Farina Exchange.

NOW, THEREFORE IT IS HEREBY AGREED THAT,

1. All Calls originating from the Farina Exchange in Clay County will answered by Marion County ETSB.
2. Marion County ETSB will confirm location and Nature of Call.
3. Marion County ETSB will Transfer the Call to Clay County ETSB and ensure that a connection has been made. This will be accomplished by conversation beginning between the Clay County 9-1-1 Telecommunicator and the Caller. At that point, Marion County 9-1-1 Telecommunicator will release from the call.
4. Clay County ETSB shall reimburse the Marion County ETSB any and all 9-1-1 Wireline Surcharge Money coming from any citizen within the above exchange. The surcharge shall be reimbursed to:

Marion County 9-1-1  
P.O. Box 1175  
Salem, IL 62881-6175

This reimbursement shall begin 30 days after Clay County ETSB "Cuts-Over" Enhanced 9-1-1, as shall then be due the End of each Calendar Quarter. (i.e. March 31<sup>st</sup>, June 30<sup>th</sup>, September 30<sup>th</sup>, and December 31<sup>st</sup>)



5. Marion County ETSB shall not be held Liability Responsibility for any occurrence that occurs once the Transfer and Connection is made.
6. Each party shall indemnify and hold harmless the other for any actions taken under this agreement.
7. This agreement shall be reviewed annually and if no action is taken shall automatically renew itself for an additional year.

IN WITNESS WHEREOF, the undersigned agencies have set their signatures on the respective dates set forth below. This document may be signed in duplicate originals.

**Marion County ETSB**

By Tom Ling

Title 9-1-1 COORDINATOR

ATTEST:

By Darlene Ling

Title Office Manager

Date 2-17-04

**Clay County ETSB**

By [Signature]

Title Clay Co. 911 CHAIRMAN

ATTEST:

By [Signature]

Title Clay Co 911 Secretary

Date 2-26-04

# Exhibit F

Telephone #	Customer Name
(618) 245-2175	James Matlock
(618) 245-2177	Ryan Crull
(618) 245-2234	John Bailey
(618) 245-2261	Ronald Byers
(618) 245-2280	Tena Smith
(618) 245-2360	Roger Courson
(618) 245-2727	Tim Goldstein
(618) 245-3524	Kevin Logan
(618) 245-6153	JH Smith
(618) 245-6163	Lori & Dale McKinney
(618) 245-6164	Shane Liggett
(618) 245-6232	Troy Byers
(618) 245-6304	Gayle Pontious
(618) 245-6447	Joy Dean Logan
(618) 245-6524	Carlos Post
(618) 245-6621	George Lambert
(618) 245-6627	Brad Logan
(618) 245-9140	Max Gray
(618) 245-9212	Justin Kraucunas
(618) 245-9703	Randall Jones
(618) 245-2086	Amy Cutright
(618) 245-2129	Norm Hammerschmidt
(618) 245-2164	Chad Bailey
(618) 245-2180	Patricia Logan
(618) 245-2240	Harry Blackwell
(618) 245-2246	Ronald Onstott
(618) 245-2248	Jerry Limes
(618) 245-2250	Calvary Apostol
(618) 245-2551	Calvary Apostol
(618) 245-2281	James Hayes Sr
(618) 245-2323	John Courson
(618) 245-2340	Brigett Dalton
(618) 245-2501	Michael Nelson
(618) 245-2600	Darrell Horath
(618) 245-3329	Loren Pilcher
(618) 245-3535	Greenline Equipment

Telephone #	Customer Name
(618) 245-6288	Darell Pierson
(618) 245-6319	Dennis Dehart
(618) 245-6323	Mary Krantz
(618) 245-6330	Tim Fulk
(618) 245-6385	Kevin & Donna Horath
(618) 245-6393	Greenline Equipment
(618) 245-6446	Carroll Ernst
(618) 245-6540	John Lee Mitchell
(618) 245-6568	John McGuire
(618) 245-6589	Jed Goeckner
(618) 245-6591	Greenline Equipment
(618) 245-6592	Greenline Equipment
(618) 245-6593	Greenline Equipment
(618) 245-6604	Leon Bailey
(618) 245-6605	Raymond Ruholl
(618) 245-6620	Brian Horath
(618) 245-6625	Terry Fancher
(618) 245-6630	Kirby Dalton
(618) 245-6650	Alan Guy
(618) 245-6656	Alan Guy
(618) 245-6662	Larry Sporleder
(618) 245-6718	Patcy Thomson
(618) 245-6750	Calvary Apostol
(618) 245-6771	Inez Bolinger
(618) 245-9104	Eric Bailey
(618) 245-9204	James Herrick
(618) 245-9342	Michael & Phyllis Durre
(618) 245-9405	Frances Azimi
(618) 245-2117	Beth Rieman
(618) 245-2235	Tom Byers
(618) 245-2460	Michael Butts
(618) 245-6152	Rhonda & Danny Weidner
(618) 245-6282	Wally Klikowski
(618) 245-6676	Frank Jones
(618) 245-9126	Bill Byers
(618) 245-2094	Lynn Mulack

Telephone #	Customer Name
(618) 245-6108	Robert Allen
(618) 245-6109	Charlene Britton
(618) 245-6147	Curtis Savage
(618) 245-6272	Mike Wildbur
(618) 245-6277	Greg Mc Elyea

*Clay County 911*

121 N. Locust  
Flora, IL 62429

Chairman Ed McCormick  
Phone: (618) 662-9111  
FAX: (618) 662-6212

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January 8, 2004

James Matlock  
1585 Dismal Creek LN  
Edgewood, IL 62426

Dear Mr. Matlock,

Due to financial reasons, once Enhanced 9-1-1 is implemented, the Clay County 9-1-1 Board has entered into an agreement with Marion County for the handling of 9-1-1 Calls coming from the (618) 245-XXXX Exchange in Clay County.

When a 9-1-1 Call is made from a Citizen within the (618) 245-XXXX Exchange that resides in Clay County, the Call will be answered at the Marion County 9-1-1 Dispatch Center in Salem. The Dispatcher will verify your Address and Telephone Number, as well as asking you the problem. This is necessary to ensure that the call is handling correctly. The call will then be transferred to the Clay County 9-1-1 Center in Flora.

Even though this sounds as if it will create delay, in fact it does not. The Clay County 9-1-1 Board is confident that this will not cause any delay in response to a Emergency Situation.

If you have any questions, please feel free to give Kim Dillard, Clay County 9-1-1 Coordinator a call at 662-7070.

Sincerely,

  
Ed McCormick  
Chairman